

# MICHIGAN LEGWORK

DEPARTMENT OF LABOR & ECONOMIC GROWTH

JULY 2005

## Summertime Ushers in Spirit of DLEG Competition

**NOW'S THE TIME TO GET INTO THE SPIRIT!** The second annual Spirit of DLEG awards competition is underway. Last year, the department established this team recognition program to promote DLEG's four core values of inclusion, integrity, teamwork, and excellence.

Every agency and bureau is encouraged to nominate up to three teams of workers who best embody and demonstrate these four values in their daily work.

Any bureau or agency can win the award. It should be noted that a team will not be excluded because it won last year.

Here's how the competition will work . . .

Bureaus and agencies have been asked to submit written nominations of no more than two pages of text for each team it wishes to nominate (no PowerPoint or multi-media presentations). Each nomination should explain how the employees on the team embody the four core values. The nominations are due Aug. 12.

*Eight finalists will be selected by a vote of all DLEG employees Aug. 22-29 using the DLEG intranet.* Employees will be instructed where they may access the nomination reports for review and cast their votes.

In September, the Office of Media Technology will create a multi-media presentation of the eight finalists. An outside panel of judges will then review the presentation and select the winning team based on how well the team demonstrates or "lives" the four values.

All finalists will be recognized at the State of DLEG meeting to be held Thursday, Oct. 6, at the Lansing Center. The grand winner will be presented with the Spirit of DLEG trophy engraved with the team's name.

If you have questions about the Spirit of DLEG competition, please contact your agency or bureau ambassador.



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# A Message from the Director



Rashna Soonavala won first place in the DLEG children's art contest, 5-8 years old category.

## MICHIGAN LEGWORK

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Articles/photos may be e-mailed to [breenl@michigan.gov](mailto:breenl@michigan.gov) or faxed to 517/241-1580. The Department of Labor & Economic Growth is an equal opportunity employer/program. This newsletter will be made available in alternate formats on request.



Gov. Granholm recently announced the 29 projects selected for the Cool Cities Grants & Planning Programs. On Monday, June 27, a group of us traveled to Detroit and Grand Rapids to announce the selected projects in the southern part of the Lower Peninsula, while Jim Smiertka traveled to Traverse City to announce the selected projects in the Upper Peninsula and northern part of the Lower Peninsula. Please go to <http://www.coolcities.com> to read the entire Cool Cities press announcement.

Last year's 19 participants in the Cool Cities Neighborhood Award program say the designation helped create 400 new jobs and retain 500 existing jobs. The attention the Cool Cities program drew to these local communities has leveraged significant monetary investment from various entities. In total, nearly \$350 million has been contributed by local (\$63 million), state (\$109 million), and private (\$174 million) organizations. As a result of the first-year success, the program is bigger and better than ever. It's been renamed the "Cool Cities Grants & Planning Programs" and has allowed us to designate 29 projects for 2005 — all of which are aimed at building vibrant, energetic cities that attract jobs, people and opportunities to our state.

The Cool Cities Neighborhoods in Progress category (last year's Cool Cities Pilot Program) now requires designated neighborhoods to be located in a major urban center with a two- to four-year institution of higher learning, as recommended by the Cherry Commission. The other new Cool Cities categories are Cool Cities Michigan Main Street, Cool Cities Blueprints for Michigan's Downtowns, and Cool Cities Blueprints for Michigan's Neighborhoods.

Our talented staff, in partnership with other state agencies, have worked tirelessly to make Cool Cities a huge success. My sincere thanks go to everyone involved, especially Karen Gagnon, our Cool Cities coordinator, Julie Hales-Smith (MSHDA) and Bob Trezise (MEDC).

June was also a time for a lot of pizza! Three pizza luncheons for staff who have received Special Deliveries from the Director over the past year were held at Woodlake Circle in Okemos, the Ottawa Building in Lansing, and the Secondary Complex on June 20, 22, and 28.

In addition, we held a pizza luncheon on June 23 for all of the children who were winners in our 2005 "Take Your Child to Work Day" art contest. This was a particularly heartwarming day, and I'm pleased to share with you excerpts from a letter sent by one of the parents. Anahita Lord, a counselor at the Waterford office of Michigan Rehabilitation Services, wrote to thank Linda Cook, Alisande Henry, and Jim Kremer. She said, "As a parent and State employee, I appreciate the time, interest and effort that you all took in planning this day, from publishing the pictures, making the placemats, arranging the luncheon with the Director to the directions and parking tickets. For my daughter Rashna, the highlight of the day was receiving the medal. It is her first, and she will treasure it for years to come. It is a pleasure to work for a Department that values the family!"

I can't top that, so I will close by wishing you a terrific summer!

David C. Hollister



Posing in front of the Workers Row House project in Corktown, Detroit, at the June 27 press event are four of the 13 Cool Cities Neighborhoods in Progress Award designees. Left to right, they are Kelli Kavanaugh, Greater Corktown Development Corp.; Susan Mosey, University Cultural Center Association; Karen Gage, New Center Council, Inc.; and Edward Potas, Woodbridge Neighborhood Development Corp.; with Director Hollister.

## Commission on Disability Concerns Hosts Another Successful Youth Forum

Thirty-four high school students with disabilities from across the state came to Lansing and East Lansing June 12–16 for the 2005 Michigan Youth Leadership Forum. This was the sixth year the weeklong forum has been sponsored by DLEG's Commission on Disability Concerns (MCDC).

MCDC staff and numerous other departmental employees spent many hours planning and implementing the program, which helps young people with a wide range of disability characteristics develop their leadership potential. Many of the previous years' participants have become leaders in their communities and at the state and national levels.

The forum is based on mentor relationships and developing leadership by example. The week's activities include a day at the State Capitol debating a selected bill with several members of the Legislature, learning about disability rights laws and innovations in technology, and participating in mock employment interviews.

MCDC staff members who worked on this year's event include Bill Milzarski, Maureen Wallace, Cheryl Mattson, Jeanne Heckman, Christy Hill, Casey Johnson, Twyla Niedfeldt, Jennifer Solitro and Jessica Moyer. Division on Deaf and Hard of Hearing Director Chris Hunter was a mentor for the sixth year as well as a presenter. DLEG Director David C.

Hollister was a presenter, along with MCDC Director Duncan Wyeth, MCDC Chairman Dan Vivian, and MCDC Commissioners Lydia Graber (a former Hollywood actress) and Judge Duncan Beagle.

Leamon Jones with the Michigan Commission for the Blind (MCB), MCB Commissioner JJ Jackson, and Jack Robinson with Michigan Rehabilitation Services were also presenters. Myrtle Gregg-LaFay, Office of Human Resources, and Sherry Gordon, MCB, were mentors. In addition, DLEG's Office of Career & Technical Preparation donated funding for the forum.

Congratulations to all for a successful week!



Michigan Youth Leadership Forum participants, presenters, and mentors pose in front of the Capitol on June 15.

## New UIA Managers Develop 'New Managers' Tool Kit'

Good managers think not only about the present, but also about the future — including how they can make the future better for new managers.

The five newest managers in the Unemployment Insurance Agency's (UIA) Grand Rapids Remote Initial Claims Center (RICC) — all of whom joined the RICC management team within the last year — developed a New Managers' Support Group, and out of this came another useful concept, the New Managers' Tool Kit.

Heriberto Alvarado, Cathleen Buhr, Chona Jeurink, Marianne Holst, and Sheila Walker say the tool kit accomplishes several objectives:

- ❖ Gives new managers an overview of how the RICC operates as a virtual call center, and how UIA relates to DLEG;

- ❖ Orients new managers with the tasks needed to perform their duties and responsibilities effectively and efficiently; and
- ❖ Makes the transition period and learning curve smoother and shorter for new managers.

On the work of her new managers, Grand Rapids RICC Director Sharon Moffett-Massey said, "Not only am I impressed by their efforts, but thrilled with the outcome of the product. The New Managers' Tool Kit was well received by the entire UIA Customer Service upper management team, and there are plans to have it implemented throughout our virtual call center."



Displaying the outcome of their efforts are Grand Rapids RICC managers, front row, l. to r., Sheila Walker and Chona Jeurink, and back row, l. to r., Marianne Holst, Cathleen Buhr and Heriberto Alvarado.



## Brandon Silveria Brings Life-Saving Message to Michigan High School Students



Michigan Liquor Control Commissioner James Storey, Brandon Silveria, and Chairperson Nida Samona display a gift of wooden shoes given to Brandon following his presentation at Holland Christian High School.

During the first week of May, members of the Michigan Liquor Control Commission and Chairperson Nida Samona welcomed Brandon Silveria and The Century Council to Michigan to encourage students to "make the right choice" about drinking and driving.

Brandon and representatives from the Liquor Control Commission and The Century Council, along with

industry supporters, brought a life-saving lesson about the dangers of drunk driving to students at 10 high schools throughout the state.

Chairman Samona said, "In 2003, 481 people were killed in alcohol-related traffic crashes in Michigan, including 81 alcohol-related deaths among those under the age of 21. Even one death is too many. We must do more to keep the teens of Michigan safe and alcohol-free."

Brandon was involved in an alcohol-related crash at age 17, just before his high school prom. He was in a coma for three months and spent several years in rehabilitation.

Brandon now travels to high schools and community groups to share his story and emphasize the dangers of underage drinking. He said he hopes that by sharing his experience with other young people, he can prevent others from being hurt or killed.

The Century Council (<http://www.centurycouncil.org>) provides funding and materials to educate students across the country about the hazards of underage drinking and driving.



Detroit RICC Spanish-speaking staff pose for a photo. Left to right, they are Norma Mondragon, Olivia Mackie, Sandra Herrera-Acosta, Gilberto Wilson, Jr., Charles McDonald and Maria Peralta.

## Spanish-Language TV Station Visits UIA's Detroit RICC

It started off as just another work day at the Unemployment Insurance Agency's (UIA) Remote Initial Claims Center (RICC) in Detroit. Staff were busily processing unemployment claims, adjudicating issues, responding to customer inquiries and being interviewed by television news.

one of several staff at the RICC who speak Spanish.

Jorge Avellan, a reporter with WUDT-TV 23, conducted the interview. It was done entirely in Spanish and was aired that evening on the station's newscast. The interview explained how people can file for unemployment benefits, what the program's qualification and eligibility requirements are, and how people can obtain help with their unemployment benefits questions.

The interview also showed other Spanish-speaking members of the RICC as they were answering phones and helping customers with their unemployment benefits applications and questions.

UIA has Spanish-speaking staff at all of its RICCs who are ready to help UIA's Spanish-speaking customers. In addition, agency staff can access a special AT&T language line for interpretation services when assisting customers who speak languages other than English or Spanish.

Yes, that's right, a TV interview!

WUDT-TV 23, a new Spanish-language television station in Detroit and part of the Univision network, wanted to speak with someone at the agency about the unemployment insurance program and how people file for unemployment benefits.

Arrangements were made for the station to interview Gilberto Wilson, an unemployment insurance examiner at the Detroit RICC and

# Michigan Public Service Commission Names Jim Rigas and Julie Baldwin Employees of the Year

The Michigan Public Service Commission held its Employees of the Year for 2004 celebration on June 23, with MPSC Chairman J. Peter Lark and Commissioners Laura Chappelle and Robert B. Nelson taking part in the presentations.

Jim Rigas, director of the Administrative Law Judge Division, and Julie Baldwin, with MPSC's Rates and Tariff Section, were named Employees of the Year.

With more than 30 years of service as an administrative law judge, Jim was lauded for handling a number of large and complicated cases and issuing timely decisions. The commissioners noted his high level of integrity, reliability and professionalism.

Julie was noted for researching, setting up and implementing an electronic filing process for new electric and natural gas tariffs and scanning and proofing all existing and cancelled tariffs, thereby making all tariffs available electronically.

Susana Woolcock, Telecommunications Division, and Paul Proudfoot, Safety Section, were presented with Honorable Mention Awards.

Susana was noted for her dedication and professionalism. In particular, she was lauded for her work in making information available on the MPSC website.

Paul was noted for his many years of service during which he has developed expertise in a number of areas. He was especially honored for his management of the natural gas safety program and his involvement in MPSC's electric capacity need forum.

Honored with the Outstanding Student Award was Ryan McAnany. Ryan took on a variety of responsibilities in the Engineering and Service Quality Division, handling electric and natural gas complaints and inquiries and working with utility companies to identify and resolve issues. He also provided valuable assistance to the MPSC Call Center.

## Michigan Congressman John Schwarz Speaks at Technical Institute Graduation

Michigan Congressman John "Joe" Schwarz was the honored guest and speaker at the Michigan Career & Technical Institute's graduation ceremony on Saturday, July 9, at the school's Barry County campus.

A total of 125 students from across the state accepted certificates signifying their successful completion of one of the school's 13 training programs.

Schwarz, a physician and former state legislator, has represented Michigan's 7th District in the U.S. House of Representatives since January 2005. The 7th district is one of Michigan's largest congressional districts and includes all of Branch, Lenawee, Hillsdale, Jackson and Eaton counties, almost all of Calhoun County and western Washtenaw County.

MCTI offers career preparation to persons with disabilities over age 18 in the areas of automotive technology, business support services, cabinetmaking/millwork, culinary arts, custodial, drafting, electronics servicing technology, grounds maintenance/landscaping, health careers, machine technology, office automation, printing and retail marketing.



Michigan Congressman John Schwarz (center) was the honored guest and speaker at MCTI's July 9 graduation ceremony. Also in the photo are MCTI Director Dennis Hart (left) and Supervisor of Instruction Paul Mulka.

## Saginaw MRS Office Shows Appreciation to Area Employers



Roberta Henige (left) and Linda Diem with The Junction Restaurant, Saginaw, display the framed award certificate they received at MRS's Appreciation Breakfast.

The Saginaw office of Michigan Rehabilitation Services (MRS) recognized 13 businesses on Thursday, June 2, with an Employer Appreciation Breakfast at a local restaurant.

Staff members thanked the employers for their continued support in the hiring and training of persons with disabilities.

Framed award certificates were presented to McBrite Manor, Selective Case Management, The Home Depot, The Junction Restaurant, Restoration Community Outreach Services, Goodwill Industries, Family Dollar Store, T J Maxx, Custom Foods, Romanow Building Services, Value City, International Quality Control and The Lamplighter Flower Shop.

Leonard Meisel, Saginaw MRS site manager, served as master of ceremonies. Planning committee members were Marcy Shappee, Melissa Jackson, Pat Bray and Linda Hartgrove. Saginaw MRS looks forward to hosting this event annually.

## Michigan Commission for the Blind Wins Trophy at Lansing Chili Cook-Off

Congratulations to the Michigan Commission for the Blind (MCB) on receiving the Gold Ladle Award trophy for the best vegetarian chili at the Lansing Board of Water and Light's "Down by the River Chili Cook-Off" on Friday, June 24. MCB had competed with eight other "veggie" chili entries.

This was MCB's first year to enter the competition. Participation was a means of providing information to the public about MCB and its services, including the Business Enterprise Program, which trains individuals who are blind to operate their own food service businesses in state and federal buildings.



MCB staff show off their first-place trophy in the "best meatless chili" category. In the front row, l. to r., are Anne Zanger (daughter of Connie Zanger and driver for MCB staff), Connie Zanger and Sherri Heibeck. In the back row are Bob Robertson and Dan Glover.

the cook-off, and the event raised more than \$25,000 for Adopt a River and the HOPE Scholarship Fund.

MCB wishes to thank the following: Patrick McGlinchey of the State Plate for providing the kitchen facility; Syseo Corporation for providing chili ingredients; McVety and Associates for providing chili ingredients; Wolverine American for transporting equipment and chili to the cook-off; Bonnie Coleman of the Angels Nest Café (Hall of Justice) for providing the chafing dishes for serving; Dick Melcher of Melcher's Ottawa Grill and Don Austin of Austin's Café for providing the stock pots for cooking the chili; Richard Kent of the Capitol Loop Café for providing cold beverages for the Friday night volunteers; and Boffo's for providing Boffo rolls for a late night supper for the Thursday evening cooks.

All participating MCB staff volunteered their time after work hours to prepare for and staff the event, and all chili ingredients, services and facilities were donated. Nearly 40 organizations and restaurants entered

MCB staff volunteers were Sherri Heibeck, Fred Wurtzel, Lucy Edmonds, Constance Zanger, Bob Robertson, Jim Baird, Will Droll, Joe Pelle, Lisa Marchione, Julia Burdgick, Janis Benstead, Judy Wallace, Dan Glover, Diamalyn Gaston, Lisa Kamkondo, Sally Postal, Beth White, Amber Pike, Susan Turney, Carla Haynes, David Robinson, James Hull, John McEntee and Mary Jenkins.



# People on the Move

Congratulations to **Rosanne Renauer**, Youth Services and Community Alliances manager, Michigan Rehabilitation Services (MRS), who has been named manager of the Lansing District. Rosanne has worked for MRS for 24 years as counselor, staff development supervisor, facilities consultant, manager of Michigan's Tech 2000 project, and Resource Development manager.

Congratulations to **Sherri Heibeck**, who has been named Administrative Services Division manager, Central Office, Michigan Commission for the Blind (MCB). Sherri has been with MCB for 19 years. In her new position, Sherri will be involved in budget development and oversight of MCB's finances, audits and other administrative services.

**Jim Dzengeleski**, who at one time worked in an office that handled retirement forms, signed one of those forms himself and retired in late April from the Unemployment Insurance Agency (UIA). Jim's retirement capped a 31½-year career in which he played a role in hiring thousands of employees while working in Human Resources before his final stop with the agency's Management Services. Jim joined UIA in 1973 as an occupational analyst. In 1982 he moved to HR as a senior selections worker helping to fill branch office vacancies. He headed DLEG's Detroit HR Office from 2002 to this January, when he became a UIA liaison to the office. Best wishes to you, Jim!

DLEG sends it best to **Charlene McLemore**, who left the Unemployment Insurance Agency (UIA) in early May to accept an auditor's position with the state Supreme Court. Charlene had been the manager of UIA's Central Support Unit, working on budgets and reports. She joined state government in 1986.

The Michigan Career & Technical Institute (MCTI) welcomes three new employees. **Kimberly Chapman**, a registered nurse, will be the new instructor for MCTI's Certified Nurse's Aide program. **Terry Hiscock** and **Jennifer LaSala**, domestic services aides, will be working in the school's cafeteria.

The Consultation, Education and Training (CET) Division, Michigan Occupational Safety and Health Administration (MIOSHA), has welcomed **Vita-Joan Gray** as an industrial hygienist in the Southeast region, Farmington office.

Congratulations to **Nancy Lampman**, CET Division, MIOSHA, who has accepted a new Secretary 8 position with the agency. Nancy will be working mornings in Administration and afternoons at the MIOSHA laboratory.

The Management and Technical Services Division, MIOSHA, is pleased to announce that **Louis Peasley** is the division's new CET grant administrator. Louis's most recent position was supervisor and senior instructor for safety training at the Washington Metropolitan Area Transit Authority.

Five individuals have accepted positions in the General Industry Safety and Health Division of MIOSHA. **Michael Brodzik** will fill the safety officer position in Macomb County. Mike has over 10 years of experience in the safety and health field. **Scott MacFarlane**, an industrial hygienist, will work in the Grand Rapids office. He is a Certified Industrial Hygienist and a

Certified Safety Professional and has conducted comprehensive industrial hygiene surveys and air sampling for the past 19 years. **Tommy Kesterson**, an industrial hygienist, will fill a vacant position in the Farmington office. He has a Graduate Certificate in Hazardous Waste Management from Wayne State University and 18 years of experience in comprehensive practice of industrial hygiene.

**Lynn Totsky**, an industrial hygienist, will also work in the Farmington office. She has conducted comprehensive industrial hygiene surveys and air sampling in various types of industries. **Jeremy Kapalla**, an industrial hygienist, will work in the Lansing office. He has nearly five years of field experience in industrial hygiene. Welcome, Michael, Scott, Tommy, Lynn, and Jeremy!

MIOSHA's Management and Technical Services Division is pleased to announce the appointment of **Cindy Eicher** as secretary for the Standards Section. Cindy comes with a vast amount of experience within MIOSHA, most recently in the General Industry Safety and Health Division.

The Construction Safety and Health Division, MIOSHA, has announced that **Scott Thelen** will fill the industrial hygienist position in the Asbestos Program. Scott has more than 11 years of experience, including work with the Michigan Department of Corrections and Aerotek/General Motors.



A surprise guest at Jim Dzengeleski's retirement reception was Gov. Jennifer M. Granholm, who was in Cadillac Place, Detroit, and stopped by to help send him off on his last day of work. At right is Jim's wife, Ginny.



Charlene McLemore



## Michigan Works! Conference Coming Up

More than 700 participants are expected at the 20th annual Michigan Works! for People Conference, to be held September 11–13 at the Soaring Eagle Resort in Mt. Pleasant.

Keynote speakers will be Harvey Alston, a motivational speaker; Sigurd Nilson, Congressional Government Accountability Office; and David Bradley, a national champion for Michigan's workforce development system.

"As times change, it is important to regroup and connect with peers to learn cutting-edge strate-

gies and discuss best practices," said Linda Kinney, executive director of the Michigan Works! Association. "We will strengthen partnerships, honor innovators and develop strategies to successfully navigate the ever-changing workforce development scene. From policy-makers to front-line staff, everyone will find value in the workshops offered."

Information on registering for the conference or being a conference sponsor is available at <http://www.michiganworks.org>.

## Grand Rapids RICC Holds Second Annual Family Picnic

The Grand Rapids Remote Initial Claims Center (RICC) held its second annual family picnic on Saturday, May 21, at Millennium Park. Aside from a wide variety of food for all to enjoy, the picnic featured prize drawings for children and adults and games with prizes for the winners.

Picnickers had an opportunity to participate in potato sack races, a water balloon toss, a tennis ball relay race and touch football. One of the entertainment highlights of the day was karaoke singing, which was coordinated by Marianne Holst, RICC team manager.

Special thanks go to Kathy Gordon, Sherri Smith, and all of the staff volunteers: Kathy Anderson, Shemin Blundell, Cathy Buhr, Cynthia Ferguson, David Haselschwerdt, Tim Hoeker, Marianne Holst, Adelita Juarez, Catrina Moffett-McMath, Dave Perkins, Jamie Rehkopf, Leisa Tate, Dee Tokarski and Bonnie Weih.



Sons and daughters of Grand Rapids RICC staff prepare for a sack race during the center's second annual family picnic in May.

## Michigan Community Service Commission Garry Gross Promoted to Sergeant Major

Congratulations to Garry Gross, director of Finance and Administration in the Michigan Community Service Commission, who has been promoted to the rank of sergeant major in the Michigan Army National Guard.

A veteran with more than 22 years in the Guard, Garry is the senior enlisted member of the Michigan Army National Guard, 126 Press Camp Headquarters, based out of Augusta, Mich. He serves as the unit commander's senior advisor regarding all enlisted-related matters, particularly in areas affecting soldier training and quality of life. He has a major impact on decisions specific to soldier conduct, discipline and morale as well as all issues regarding soldier families.

Of the more than 8,000 members currently serving in the Michigan National Guard force, only half of one percent will achieve the rank of sergeant major.



Brigadier General Robert V. Taylor (left) and Danette Gross, Gary's wife, pin the rank on Garry's collar at the May 25 Guard ceremony.



# Human Resources Information Now Available on DLEG Website

The Office of Human Resources (OHR) has announced that personnel-related information for DLEG employees is now available on the Internet at <http://www.michigan.gov/dleg>. This information previously was located on the DLEG intranet. However, some employees were having difficulty accessing the intranet, so Internet pages with OHR information were created to provide assured access.

To view information such as the employee handbook, personnel policies and procedures, hire kit forms, and equal opportunity and leave of absence information, click on the link above, then click on "Inside DLEG" and "Office of Human Resources" on the left side of the screen.

If you have questions, or suggestions for information to be included on OHR's Internet pages, please contact [ohrinfo@michigan.gov](mailto:ohrinfo@michigan.gov).



## Good Luck to Our Bridge Runners!

Dennis Stinson, who with Amy Lindner had been selected to represent the Department of Labor & Economic Growth in the Governor's Labor Day Bridge Run, has surrendered this role because he has been notified that the Governor's Council on Physical Fitness also has drawn his name as a runner for the Bridge Run.

As a result, DLEG alternate Doug Kalinowski, MIOSHA director, will officially represent DLEG along with Amy. *Michigan LEGwork* understands that Greg Kozak and Gene Wasserman, both with MIOSHA, also had their names drawn by the Governor's Council to participate in the run.

## ACT now to stop a suicide

**Did you know that 70% of people who commit suicide tell someone about their plans, or give warning signs?**

**Have you heard someone you care about say:**

- My family would be better off without me.
- There's nothing I can do to make it better.
- You'll be sorry when I'm gone.
- Life isn't worth living.

**A Acknowledge:** take it seriously and be willing to listen.

**C Care:** take the initiative and voice your concern.

**T Treatment:** get professional help immediately.



### We can help.

For confidential help, call:  
State of Michigan  
Employee Service Program  
800.521.1377  
517.373.7630  
313.456.4020  
[www.michigan.gov/esp](http://www.michigan.gov/esp)

National HopeLine Network  
Available 24 hours 7 days a week

800.SUICIDE  
For TTY call:  
800.448.1833

# MIOSHA Workgroup Holds Baking Contest

Congratulations to the winners of the Baking Contest/Bake Sale held by the MIOSHA 30th Anniversary Workgroup on June 23. They are:

**Cakes:** 1st place, Chris Robison; 2nd place, Vivian Bodiford

**Pies:** 1st place, Kay Salazar; 2nd place, Katie Benghauser

**Cookies:** 1st place, Vivian Bodiford; 2nd place, Cathy Ommen; 3rd place, Kim Hewitt

**Cheesecakes:** 1st place, Christine Hundt; 2nd place, Mary Ann Howe

**Miscellaneous:** 1st place, Kay Salazar; 2nd place, Toscha Densmore; 3rd place, Carolene VanEpps

**Grand Prize:** 1st place, Kay Salazar; 2nd place, Vivian Bodiford; 3rd place, Katie Benghauser;

**Honorable Mentions:** April Saldivar and Elaine Weber

The first-place prize was a gift basket filled with baking items (shown in photo); second place, a \$20 Target gift certificate; and third place, a \$15 Target gift certificate.

Judging the baked goods were Patty Meyer, Jimmy Hindman, Louis Peasley and John Peck. The Baking Contest/Bake Sale Committee consisted of Alisa Cleveland, Carolene VanEpps, Kay Salazar and Amber Sweeney.

The bake sale raised \$141.55 for the 30th anniversary celebration.



1st Place Prize

## Professional Activities

Bureau of Construction Codes and Fire Safety Director **Henry Green** was the keynote speaker at the District of Columbia's 2005 Energy Code Conference held in May. Henry, who is vice president of the International Code Council (ICC) Board of Directors, discussed the importance of building safety and improving energy efficiency, and emphasized the importance of green building construction as a way to combat the increasing costs of energy. The audience included members of the District's construction industry and employees from the Department of Consumer and Regulatory Affairs. Henry will be sworn in as president of ICC at the 2005 ICC Annual Conference, being held Sept. 25-Oct. 2 at Cobo Center in Detroit.

General Industry Safety and Health Division, MIOSHA, who recently received certification in Security Vulnerability Analysis from the Center for Chemical Process Safety of the American Institute of Chemical Engineers. Mike completed a three-day course, "Performing Practical Security Vulnerability Analysis Studies," and successfully passed a rigorous four-hour examination. Mike is now one of an elite group of approximately 59 individuals nationwide who are certified in this area. The course provides information to help facilities evaluate the potential for a range of internally or externally committed intentional acts. As MIOSHA's lead in emergency preparedness efforts, Mike's certification in this area will be a great resource for the agency.

**Linda A. Watters**, commissioner, Office of Financial and Insurance Services, has been named chair of District 2 of the Conference of State Bank Supervisors (CSBS). CSBS is the nationwide organization representing state bank regulators and is organized into five districts. District 2 comprises the states of Illinois, Indiana, Iowa, Kentucky, Michigan, Minnesota, Missouri, Ohio and Wisconsin.

Congratulations to the **Michigan Career & Technical Institute (MCTI)**, which has been re-accredited by the nation's premier accrediting agency in the human services field. The Commission on Accreditation of Rehabilitation Facilities (CARF) has granted MCTI a three-year accreditation through April 2008. The CARF report, based on a three-day visit of the school by CARF evaluators, contains these observations about MCTI: The school's instructors are dedicated and highly qualified; school leaders are accessible and attuned to the needs and preferences of the students; students are very complimentary about MCTI, particularly the staff; the school's placement office enjoys strong support from employers; MCTI places a high priority on providing accommodations so that students can get the most out of their training; and graduates have a "competitive edge" because of the school's extensive curricula in employability skills training.

Congratulations to **Mike Mason**, emergency management specialist,



DLEG Director David C. Hollister (left), Gov. Jennifer M. Granholm and Henry Green hold a proclamation in honor of Building Safety Week in May.

## Special Deliveries

### Norm Isotalo Personifies the Qualities We Value Most

Congratulations to DLEG Communications Specialist Norm Isotalo, who was presented with a Special Delivery from the Director on June 30. Norm is responsible for providing public information for all of the agencies, commissions and divisions reporting to Deputy Director Dave Plawecki. These include the Unemployment Insurance Agency, Wage & Hour Division, Workers' Compensation Agency, Workers' Compensation Magistrates, Workers' Compensation Appellate Commission, and Michigan Employment Security Board of Review. Norm was nominated by Linda Cook and Lynne Breen in the Media & Public Relations Office. This is what they had to say: "Norm is always happy to respond to any question you have or help with any situation that requires his expertise. He is very knowledgeable, courteous, and always dependable. He goes out of his way to help and goes beyond what you ask of him. He handles all situations in a professional and caring manner. We think Norm personifies all of the DLEG qualities of integrity, inclusiveness, excellence and teamwork."

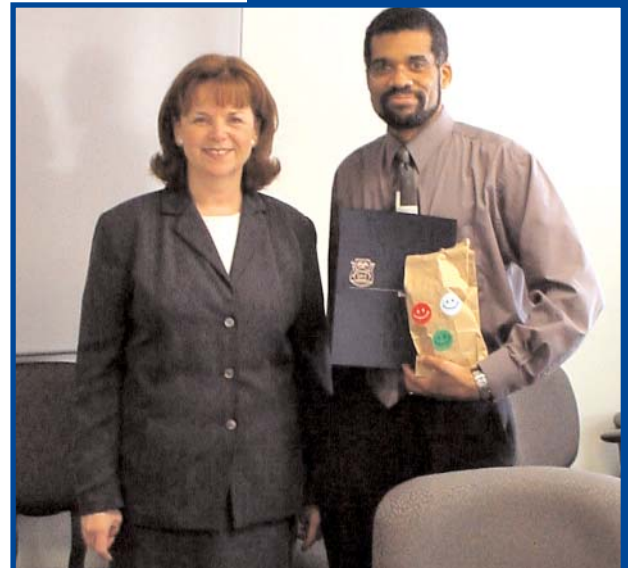
*Editor's Note: Norm provides many of the articles that you read in Michigan LEGwork. He is a tremendous help in getting out each issue.*



Norm Isotalo, left, accepts his Special Delivery from Deputy Director Dave Plawecki.

### Samuel Johnson Is Finest Example of Civil Servant

Congratulations to Samuel Johnson, manager of the Trade Readjustment Act/Special Programs Unit, Unemployment Insurance Agency, who was presented with a Special Delivery from the Director on June 30. Sharon Walker of Workforce Programs, who nominated Samuel, said, "I would like to express my gratitude and appreciation for the outstanding job performed by Mr. Samuel Johnson, TRA Unit. As the TAA/TRA Health Coverage Tax Credit contact for Trade Adjustment Assistance program participants, I have almost a daily need to contact Mr. Johnson for problem resolution. Mr. Johnson, always a gentleman, is very responsive, knowledgeable, patient, and courteous. I am very thankful to have such a wonderful person as Mr. Johnson to go to for assistance. The services he performs in his capacity within the TRA unit are invaluable to me and the participant population we serve. He is the finest example of a Civil Servant and should be praised and rewarded!"



Sharon Bommarito, director of the Unemployment Insurance Agency, presents Samuel Johnson with his Special Delivery.

### 'Living the Values' Now Available

Have you seen *Living the Values*, the second video in DLEG's Communicator Series?

This eight-minute video, conceived and commissioned by the Office of Human Resources and its director, Rita Canady, serves as a great refresher course on Gov. Granholm's vision for the state of Michigan and the values adopted by state employees.

The video features Gov. Granholm, Director Hollister and other DLEG administrators. Duncan Wyeth, director of the Michigan Commission on Disability Concerns, talks about inclusion; Rita Canady talks about integrity; Deputy Director Dave Plawecki speaks about excellence; and Henry Green, director of the Bureau of Construction Codes and Fire Safety, talks about teamwork.

Copies of the video have been sent to each member of the DLEG Leadership Council for distribution among managers and supervisors. If you have not yet seen *Living the Values*, or *Action Planning* (the first video in the DLEG Communicator Series), please check with your supervisor. If you need a copy

11 for your area, contact Veronica Armstead, Office of Media Technology, at (313) 456-2930.

Please see page 14  
for the Special  
Delivery form.



# First Aid Kits Can Help Save the Day

**By Martin D. Alexander, CHS-III**

*Marty Alexander, Enforcement Division District Supervisor of the Liquor Control Commission in Lansing, holds a Level III Certification in Homeland Security from the American College of Forensic Examiners International.*



When time is of the essence, Emergency Response Teams comprised of Michigan Occupational Health and Safety Administration (MIOSHA) employees respond to emergency situations such as heart attacks.

These teams cover five buildings that house MIOSHA employees — the General Office Building, 7150 Harris, Lansing; the office in Grand Rapids at 2942 Fuller, NE; the office in Saginaw at 411-H E. Genesee St.; the Farmington office at 24155 Drake Rd.; and the lab on Rickle Rd., Lansing.

This is not a train-the-trainer program, so they

do not train other state employees. The original members have been trained and are certified by the American Red Cross to the "Professional Rescuer and AED" level (almost a paramedic level with authority to administer medication). The newer members have been trained at the "Community First Aid" level.

Because their preparation consists of three points — training, personnel and equipment — I began thinking about first aid kits at the workplace and our own preparation for emergencies.

Once a friend attempted to build his own first aid kit. But, as the shopping cart was loaded with discount merchandise, it was easy to see that the cost of building one's own is too expensive — almost prohibitive. Prepared kits from the American Red Cross are much more economical and efficient to obtain and may be located at the Red Cross's online store at <http://www.redcross.org>.

## **The Family First Aid Kit/Soft Pack** (Item #RC 321193) contains the following items:

Absorbent compresses	Adhesive bandages
Adhesive cloth tape	Antibiotic ointment
Antiseptic wipes	Aspirin
Space blanket	Breathing barrier
Instant cold compress	Non-latex gloves
Hydrocortisone ointment	Scissors
Roller bandage (3 inch wide)	Sterile gauze (3" x 3" pads)
Roller bandage (4 inch wide)	Sterile gauze (4" x 4" pads)
Triangular bandages	Oral thermometer
Tweezers	First aid instruction booklet

.....

**The one-day Emergency Preparedness Kit for the Workplace** (Item #RC321170) is designed to meet the basic needs of one adult for at least one day after a disaster or emergency strikes in or near the workplace. The cost-saving contents of this kit are:

24 oz. water in plastic container	Shampoo
Dust mask & goggles	Soap
Space blanket	Toothbrush & toothpaste
Flashlight	Comb & razor
Batteries	Deodorant
Work gloves	Washcloth
Rain poncho	Tissues

Other kits are available from the American Red Cross, including a three-day emergency preparedness kit, a personal first aid kit, a family first aid kit/hard case, and a deluxe emergency preparedness kit that includes a battery-powered radio and food bars, among other items.

Many people are aware that first aid kits are available, but don't know where to find them. Many more could benefit from training in the use of a first aid kit. What about your area?

# DLEG Tiger Game Outing!

Friday, September 9th at 7:05 p.m.



Vs.



## Tickets

Tickets are \$10 each which is a savings of \$2 off regular price.

We'll be sitting in the Upper Reserved Section 339, rows 10-16.

Visit: [http://detroit.tigers.mlb.com/NASApp/mlb/det/ticketing/seating\\_pricing.jsp](http://detroit.tigers.mlb.com/NASApp/mlb/det/ticketing/seating_pricing.jsp)  
and click on 339 to get a view of our seats. Payment is due by 4pm, Friday, July 29th.

**Fireworks to Follow the Game!**

## Parking Tips

Parking ranges from \$5 to \$20. Please see the link below for a map of the area and available parking (in blue).  
<http://detroit.tigers.mlb.com/det/photo/ComericaAreaMap.pdf>

## Contact Information

Valerie Congdon, Unemployment Insurance Agency, Center for Learning and Development,  
suite 12-200 of Cadillac Place. ♦ E-mail: [congdonvaleriea@michigan.gov](mailto:congdonvaleriea@michigan.gov)  
P-313-456-2145 ♦ F-313-456-2488

## Ticket Order Form

**Order Deadline:  
July 29th, 2005**

Name: \_\_\_\_\_ e-mail: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

No. of Tickets: \_\_\_\_\_ @ \$10.00 = \_\_\_\_\_ Bureau: \_\_\_\_\_

Make Checks Payable to:  
Valerie Congdon or "Cash"

Mail Form To:  
Valerie Congdon, Unemployment Insurance Agency  
Center for Learning & Development  
3024 W. Grand Blvd.,  
Suite 12-200 ♦ Detroit, 48202



Dishing up bowls of ice cream for Commercial Services' ice cream social are Lindsay Moyer (left), Administrative Services Division, and Robin Armour, Corporation Division. One of the happy consumers is Stephanie Laney, Corporation Division, seated near the window.

## During These Hot Summer Days ... We All Scream for Ice Cream

Ice cream was a popular treat in DLEG during the hot month of June. The Bureau of Commercial Services' Fun Committee held an ice cream social on Thursday, June 30, with 77 staff members happy to pay 50 cents a bowl.

Lindsay Moyer, one of the organizers, said, "It was a great turnout. It was more of a 'thank you' and give back to the employees for participating in other Fun Committee activities throughout the year. There was hot fudge, caramel, fresh strawberries, M&Ms, chocolate chips, sprinkles, cherries, nuts, whipped cream and more! We had requests for weekly ice cream socials!"

The Fun Committee at the Lansing Office, Michigan Liquor Control Commission (MLCC), celebrated the first day of summer on Tuesday, June 21, also with an ice cream social. For a single dollar, MLCC staff members were given a wide variety of toppings, candies, whipped cream and cherries to craft individual sundaes.

"The celebration had a wonderful turnout, and I was happy to be a part of it," said MLCC Chairperson Nida Samona. "The Fun Committee has made a big difference in morale and inclusion here at the Commission, and I fully support their team-focused efforts."



MLCC Fun Committee members (l. to r.) Arleen Platte and Kelly Straka, seated, and Charmaine Collings, Chris Volz, Bonnie Czaika, standing, arranged for an old-fashioned ice cream social to welcome the first day of summer.

### "Special Delivery from the Director"

I would like to nominate the following staff member to receive a "Great Job" acknowledgement from the Director:

Name of Nominee:	Submitted By:
Office/Bureau of Nominee	Job Title of Nominee
Telephone # of Nominator	Office Location of Nominee

The reason I am nominating this person:

Office/Bureau Director:	Date:

**Bureau Directors: Forward to Linda Cook—DLEG Media Office, 4th Floor, Ottawa Building, Lansing  
E-mail: CookL1@Michigan.gov --OR-- FAX: 517-241-1580; Phone: 517-241-0199**



# We Get Letters ... and E-mails!

The **Michigan Talent Bank** website received high praise in this e-mail message sent to the Talent Bank's Help Desk: "I just wanted to thank you for having this service. I cannot believe how many hits I got on my resume. While I did not expect to have success due to my age and experience (59 year old former CFO), I just accepted a job that is perfect. They needed someone who was unemployed (due to the possibility of the business going into Chapter 11) but someone with experience. Make sure you advise that this service does work."

**Lindsey Brege**, Customer Service Section, Corporation Division, Commercial Services, received thanks from a caller who was interested in professional limited liability companies (PLLC): "She [Lindsey] was the most respectful, well informed and tolerant individual I have truthfully ever spoken to in any professional office I have ever called. I was extremely impressed by her knowledge, and her willingness to be tolerant of my many questions regarding my PLLC. Our informative conversation also included specifics on how to access your website, exact prompts to follow ... and I followed them and accessed the information I needed without aggravation! I would like to thank Lindsey for her time."

**Anna Zaske**, Customer Service Section, Corporation Division, Commercial Services, received the following praise: "It was a pleasure to talk to you on the phone. Thank you very much for your prompt assistance and kind and generous answers to questions about how Michigan does her corporate filings."

**Christine Pioszak**, assistant in the Real Estate Licensing Unit, Commercial Services, received a "huge thank you ... for her efficiency and remarkably quick turnaround time processing new licenses. It makes a huge difference not only to the brokerage, but also to the new agents in our office. Thank you so much for all you do and handling your job so well" in a letter from a happy customer.

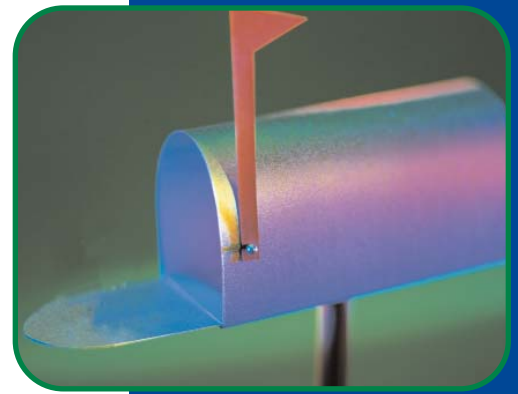
**Rita Burnett**, Real Estate Licensing Unit, Commercial Services, was commended in this note: "Thank you, Rita, for such a prompt and courteous response. It is always a pleasure doing business with someone professional like you." Rita also received this e-mail message after she provided excellent service to a licensee: "Thank you; thank

you for your quick attention in taking care of my problem. I am flabbergasted that you could handle this matter so soon."

An individual served by Michigan Rehabilitation Services (MRS) Counselor **Scott Silk**, Caro office, wrote to Scott after graduating from college cum laude: "You say you were not surprised, but I must say I was and am. Not many years ago I awoke in a hospital bed alone in this world. I had no past that I could remember; the woman I had been married to had divorced me while I was in a coma, and everything I had ever worked for was gone. When I first walked into your office I was convinced I was worthless and my life was just a matter of waiting to be planted in the ground in a pine box. You had faith in my success and provided the means in which I could begin to rebuild. My friend, I owe you more than you will ever know. Thanks to you I now have the chance to prove both to myself and to all those that had written me off as dead and worthless that I am just at a beginning and not the end. Thank you, my friend."

**Karen Clark**, a counselor at the MRS office in Traverse City, received this note from the mother of a client, with a photo of the client walking in a graduation line: "He did it! We will never be able to thank you enough for all the help you have given my son. I still remember the first time the three of us met and I started crying when you told us aid was available to help him make it through college at MSU. The aid we received was more than financial; it was emotionally enriching as well. Thank you from the very bottom of my/our heart/s."

Safety Officer **Earl Parker** in MIOSHA's General Industry Safety and Health Division recently spoke before his wife's Labor Studies Center/Labor School Program at Wayne State University. He answered student questions about the MIOSHA program and standards. His supervisor, **Jimmy Hindman**, received a letter from the Labor Program specialist, which stated in part: "Through his presentation, program participants became more fully aware of the benefits and protections afforded them through MIOSHA. His willingness to share his knowledge and expertise is greatly appreciated and we hope to be able to call on Mr. Parker in the future."



## Casual Wednesday Donations Significant

Thanks to all of you who made Casual Wednesday donations during June to support the Susan B. Komen Breast Cancer Foundation. A total of \$1,362 was collected.

The DLEG charity for July — based on your nominations and intranet votes — is Ele's Place in Lansing. Toscha Densmore, MIOSHA, and Mary Chadwick and Alice McGowan, both with the Bureau of Construction Codes & Fire Safety, nominated this nonprofit organization whose mission is to provide support for grieving children and their families.